

Business Process Re-engineering: Efficiency Improvement



Score Card

- Enabled realization of annual benefit of \$2M through efficiency improvements.
- Reduced average time to deliver projects to customers from 120 days to <20 days.
- Reduced handoffs from 33 to 7 and number of people/hours to deliver by 25%.

Client

Leading \$11bn international financial services company needed to implement aggressive internal cost control without impacting current operations.

Challenge

The company was forced to reassess its cost structure due to strategic changes in their business and market factors. Existing processes needed to be re-engineered to accommodate reallocation of resources within the business.

Approach

- Detailed diagnostic to validate Non-Value-Add (NVA) activities and quantify expected benefits.
- Process mapping, constraint ID and identification of Best Demonstrated Performance.
- Capacity analysis and process modelling.
- Decision Analysis to select alternatives to implement.
- Implementation of improvement initiatives.
- Capability transfer through Project Management Learn & Do and Lean Tools.